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AQ WEB PAGE GENERATION APPS

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The AQ Web Page Generation Apps are a group of manual and automated applications developed jointly by DTS and DAQ. These applications merge data from manual entry and automated AMC database retrieval into HTML templates and generate three pages of air quality information on each of several major Utah air basins for general public use.

The hours of support required for AQ Web Page Generation Apps are listed below.

Application	Support Hours	Days of Week
AQ Web Page Generation Apps	Hosting, Security and WAN Network support - 24 x 7.	Sunday - Saturday

Product Features and Descriptions

Feature	Description
3-Day Forecast	A web page updated daily that provides the viewer with a 3–day air quality forecast for a selected air basin including a picture, color and word that visually communicates driving, wood-burning, and personal activity cautions. It also provides buttons to view the Current-Conditions and Trend-Charts web pages for the selected air basin and tabs to select other air basins.
Current Conditions	A web page updated hourly that provides the viewer with current hour-average data readings for 4 parameters, a current web cam picture of the air basin, and a thermostat visual representation of the current hour ozone or pm2.5 pollution reading. It also provides buttons to view the 3-Day Forecast and Trend-Charts web pages for the selected air basin and tabs to select other air basins.
Trend Charts	A web page that provides the viewer with 5-days past to current hour-average data for 10 parameters in a line graph or wind-barb format. It also provides hover information on each data point and tabs to select other air basins.

Features Not Included

Feature	Explanation
User Training	DTS support does not include user training or training manuals. This service is provided by the vendor as required.

Rates and Billing

Feature	Description	Base Rate
Application Maintenance by DTS Staff	All hours reported as time worked each pay period, including overtime and on-call, except for hours tagged as "Admin".	Refer to DTS Rate for Application Maintenance
Hosting Services	DTS Hosting Services involves the management of servers, storage, and backup/restore services for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server, and application server software. The customer is responsible for the costs of securing proprietary software, application server software, database software, and for software maintenance.	See Hosting Product Description

Ordering and Provisioning

Requested changes are submitted by DAQ staff to DAQ management. DAQ management makes a request to DTS management regarding those change requests selected for implementation.

DTS Responsibilities

3-Day Forecasts and Current-Conditions: DTS will provide support and maintenance for data acquisition, manual entry and automated apps, the servers they run on, and timely hourly web page updates by the automated apps, as well as the proper operation of the buttons and tabs on the web pages.

Trend-Charts: DTS will provide 5-days of current data in the format agreed upon to the web page server folder agreed upon.

Agency Responsibilities

AMC Database: The agency is responsible for the availability and accuracy of the data presented on the web pages and the success of standard SQL retrieval code run against its SQL Server databases.

3-Day Forecasts: The agency is responsible for the design of the 3-Day Forecast web page template and to manually operate the app provided to daily update the 3-day forecast as well as the accuracy of the information provided on those web pages.

Current-Conditions: The agency is responsible for the design of the Current-Conditions web page template as well as the selection of the web cam and the accuracy of the information provided on those web pages.

Trend-Charts: The agency is responsible for the design and presentation of the Trend-Charts web pages as well as the accuracy of the information provided on those web pages.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
AQ Web Page Generation Apps (7-24)	98%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: **Percent of Tickets Meeting Priority Timelines**
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: **Percent of Tickets Meeting Priority Timelines**
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%

Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied